

InTRAC
Indiana Telephone Relay Access Corporation
for the Hearing and Speech Impaired

June 28, 2011

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th St., SW, Rm TW-B204
Washington, DC 20554

Re: In the Matter of Telecommunications Relay Services and Speech-to-Speech
Services for Individuals with Hearing and Speech Disabilities, CG Docket No. 03-123

Dear Secretary Dortch:

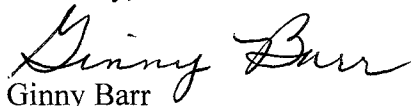
Thank you for the opportunity to provide you with the information on Indiana's consumer complaint logs for June 1, 2010 through May 31, 2011. I have enclosed:

- Sprint Relay Indiana FCC 2010-2011 Complaint Log
- InTRAC 2010-2011 Complaint Log
- Letter from Relay Provider, Sprint

All of the consumer complaints regarding Relay Indiana Service have been resolved satisfactorily under 180 days. Sprint Customer Service recorded thirty-two 32 complaints and a narrative of resolution accompanies each customer call. Five (5) complaints were filed directly with InTRAC and also accompany this letter. Sprint's attached letter addresses that the number of interstate calls will be filed directly with the FCC as a sealed document.

If you need more information, please contact me at 317-334-1413 or by email, ginny.barr@relayindiana.com

Sincerely,



Ginny Barr
Executive Director

Enc.



**Indiana FCC
2010 - 2011
Complaint Log**

Complaint Tracking for IN (06/01/2010-05/31/2011). Total Customer Contacts: 32

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	06/29/10	There were general problems with the service.	07/06/10	A caller reported that the phone connected with a number that showed ringing on the caption screen but when the call answered and the recording started, there were no captions. An investigation showed that the captions were interrupted by a workstation issue at the captioning center. The Customer Service Representative apologized for the customer's experience.
2	09/08/10	A customer stated that on a recent call, he found it frustrating that he kept getting the (your message is garbled) from this operator and questioned whether or not it was actually a garbling issue. The Customer Service Representative apologized to the customer and no follow up was needed.	09/08/10	The operator stated that she has been receiving garbled message from the customer and she made several attempts to correct the garbling issues (i.e. lower typing speed and disabled turbo). Eventually the customer disconnected the call. This problem has been attributed to technical issues.
3	11/22/10	There were general service issues with this call.	11/22/10	A customer's daughter reported that the customer did not get captions on one call. The Customer Service Representative investigated and explained that this was caused by loss of audio at the operator's work station. This was resolved on the next call. The Customer Service Representative apologized for this experience.
4	12/03/10	There were disconnect/reconnect issues during this call.	12/03/10	The customer reported that her incoming calls did not consistently connect with captions. The Customer Service Representative sent the customer information explaining the difference between a CapTel and a traditional phone. The Customer Service Representative explained to the customer why the disconnect/reconnect might be occurring and sent letter with tips to reduce their occurrence.
5	12/20/10	There were general service issues with this call.	12/21/10	A customer reported being unable to connect with captions. The Customer Service Representative apologized to the customer for this experience and noted there was a technical difficulty at the Call Center causing calls to be placed in queue and experience unusually long wait times during a five hour interval. An external equipment vendor corrected the matter. The Customer Service Representative confirmed the customer is now able to make their captioned call successfully without delay.
6	12/20/10	There were general service issues with this call.	12/21/10	A customer reported being unable to connect with captions. The Customer Service Representative apologized to the customer for this experience and noted there was a technical difficulty at the Call Center causing calls to be placed in queue and experience unusually long wait times during a five hour interval. An external equipment vendor corrected the matter. The Customer Service Representative confirmed the customer is now able to make their captioned call successfully without delay.

7	12/20/10	There were general service issues with this call.	12/21/10	A customer reported being unable to connect with captions. The Customer Service Representative apologized to the customer for this experience and noted there was a technical difficulty at the Call Center causing calls to be placed in queue and experience unusually long wait times during a five hour interval. An external equipment vendor corrected the matter. The Customer Service Representative confirmed the customer is now able to make their captioned call successfully without delay.
8	12/20/10	There were general service issues with this call.	12/21/10	A customer reported being unable to connect with captions. The Customer Service Representative apologized to the customer for this experience and noted there was a technical difficulty at the Call Center causing calls to be placed in queue and experience unusually long wait times during a five hour interval. An external equipment vendor corrected the matter. The Customer Service Representative confirmed the customer is now able to make their captioned call successfully without delay.
9	12/21/10	There were general service issues with this call.	12/22/10	A customer reported being unable to connect with captions. The Customer Service Representative apologized to the customer for this experience and noted there was a technical difficulty at the Call Center causing calls to be placed in queue and experience unusually long wait times during a five hour interval. An external equipment vendor corrected the matter. The Customer Service Representative confirmed the customer is now able to make their captioned call successfully without delay.
10	12/21/10	There were general service issues with this call.	12/21/10	A customer reported being unable to connect with captions. The Customer Service Representative apologized to the customer for this experience and noted there was a technical difficulty at the Call Center causing calls to be placed in queue and experience unusually long wait times during a five hour interval. An external equipment vendor corrected the matter. The Customer Service Representative confirmed the customer is now able to make their captioned call successfully without delay.
11	01/06/11	A customer states that she works for a bank and was trying to help a deaf customer. She said the operator who took the call was very unprofessional and was mocking her while she was on the line with the customer. She asked for a supervisor and a supervisor took the call. The customer stated that both the supervisor and the operator then "tagged teamed" against her and were again both unprofessional and she never did get the help she needed for the hearing impaired customer. The caller said she wanted to speak to the supervisor alone and requested that but the operator stayed on the line. The Customer Service Representative apologized for the problem and assured that the complaint would be sent in as stated. No call back was requested.	01/06/11	The customer provided an invalid operator identification number. The supervisor does recall assisting another operator with a call. However, that call was from a customer who reached relay in error. The supervisor attempted to educate the caller that she reached the relay in error but the customer became so irate and unprofessional that she had to disconnect the call. This customer did not provide contact information and did not want a follow-up.
12	01/07/11	There was a dialing issue, the customer was unable to dial regional 800 numbers.	01/07/11	The customer reported that they are unable to reach a toll free number. Technical Support made an adjustment so that the CapTel user can successfully make captioned calls to regional 800 numbers. A Customer Service Representative confirmed that the customer is successfully able to reach the number he wishes to reach.

13	01/10/11	There were general problems with the service.	01/10/11	A customer reported seeing Account login failed and that a call must begin or end in state. After further investigation, the Customer Service Representative determined the customer's area code/dialing prefix combination was not being recognized in the system as a valid number. Tech support added a new area code/prefix combination to the system database allowing the customer to successfully complete a captioned call through the CapTel Service. The issue has been resolved.
14	01/10/11	The customer is having issues with the accuracy of the captions.	01/10/11	The customer shared feedback regarding the accuracy of the captions and provided specific call data. The Customer Service Representative apologized for the incidence and thanked the customer for the feedback. The call detail was shared with the Call Center management for follow up with the operator by the operator's supervisor.
15	01/10/11	There were general problems with the service.	01/10/11	A customer reported that there were no captions on her call and provided the Customer Service Representative with the operator's identification number. The customer hang up on the call before the other party answered. The Customer Service Representative investigated and confirmed that the operator experienced a technical difficulty at their workstation. A trouble ticket confirmed the customer hung up before the call was answered. The Customer Service Representative let the customer know and apologized for their inconvenience.
16	01/25/11	There were issues with the accuracy of the answering machine message retrieval.	01/25/11	A customer shared general comments regarding the accuracy of captions and mostly retrieves answering machine messages. A previous trouble ticket noted static heard by the operator. The Customer Service Representative apologized for the incidence and thanked the customer for bringing her experience to our attention. The Customer Service Representative stated that if the customer wishes to document the date time and operator identification number of any future calls the Customer Service Representative can take specific action with call center personnel.
17	02/02/11	There were general problems with the service.	02/02/11	A customer reported seeing "Captioning Service is Ringing" when trying to make calls. The Customer Service Representative advised the customer that on 2/2/11 ,CapTel's staffing was affected by blizzard conditions. The Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Center locations in Madison and Milwaukee were both under a "state of emergency" and a "civil danger" warning declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down in both cities and many roads were impassable the Milwaukee and Madison centers both remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11 and staffing capacity was restored. The Customer Service Representative confirmed with the customer that they are able to make and receive calls in a timely manner.

18	02/02/11	There were general problems with the service.	02/02/11	<p>A customer reported seeing "Captioning Service is Ringing" when trying to make calls. The Customer Service Representative advised the customer that on 2/2/11 ,CapTel's staffing was affected by blizzard conditions. The Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Center locations in Madison and Milwaukee were both under a "state of emergency" and a "civil danger" warning declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down in both cities and many roads were impassable the Milwaukee and Madison centers both remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11 and staffing capacity was restored. The Customer Service Representative confirmed with the customer that they are able to make and receive calls in a timely manner.</p>
19	02/02/11	There were general problems with the service.	02/02/11	<p>A customer reported seeing "Captioning Service is Ringing" when trying to make calls. The Customer Service Representative advised the customer that on 2/2/11 ,CapTel's staffing was affected by blizzard conditions. The Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Center locations in Madison and Milwaukee were both under a "state of emergency" and a "civil danger" warning declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down in both cities and many roads were impassable the Milwaukee and Madison centers both remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11 and staffing capacity was restored. The Customer Service Representative confirmed with the customer that they are able to make and receive calls in a timely manner.</p>
20	02/02/11	There were general problems with the service.	02/02/11	<p>A customer reported seeing "Captioning Service is Ringing" when trying to make calls. The Customer Service Representative advised the customer that on 2/2/11 ,CapTel's staffing was affected by blizzard conditions. The Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Center locations in Madison and Milwaukee were both under a "state of emergency" and a "civil danger" warning declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down in both cities and many roads were impassable the Milwaukee and Madison centers both remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11 and staffing capacity was restored. The Customer Service Representative confirmed with the customer that they are able to make and receive calls in a timely manner.</p>

21	02/02/11	There were general problems with the service.	02/02/11	<p>A customer reported seeing "Captioning Service is Ringing" when trying to make calls. The Customer Service Representative advised the customer that on 2/2/11 ,CapTel's staffing was affected by blizzard conditions. The Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Center locations in Madison and Milwaukee were both under a "state of emergency" and a "civil danger" warning declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down in both cities and many roads were impassable the Milwaukee and Madison centers both remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11 and staffing capacity was restored. The Customer Service Representative confirmed with the customer that they are able to make and receive calls in a timely manner.</p>
22	02/02/11	There were general problems with the service.	02/02/11	<p>A customer reported seeing "Captioning Service is Ringing" when trying to make calls. The Customer Service Representative advised the customer that on 2/2/11 ,CapTel's staffing was affected by blizzard conditions. The Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Center locations in Madison and Milwaukee were both under a "state of emergency" and a "civil danger" warning declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down in both cities and many roads were impassable the Milwaukee and Madison centers both remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11 and staffing capacity was restored. The Customer Service Representative confirmed with the customer that they are able to make and receive calls in a timely manner.</p>
23	02/02/11	There were general problems with the service.	02/02/11	<p>A customer reported seeing "Captioning Service is Ringing" when trying to make calls. The Customer Service Representative advised the customer that on 2/2/11 ,CapTel's staffing was affected by blizzard conditions. The Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Center locations in Madison and Milwaukee were both under a "state of emergency" and a "civil danger" warning declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down in both cities and many roads were impassable the Milwaukee and Madison centers both remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11 and staffing capacity was restored. The Customer Service Representative confirmed with the customer that they are able to make and receive calls in a timely manner.</p>

24	02/02/11	There were general problems with the service.	02/02/11	<p>A customer reported seeing "Captioning Service is Ringing" when trying to make calls. The Customer Service Representative advised the customer that on 2/2/11 ,CapTel's staffing was affected by blizzard conditions. The Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Center locations in Madison and Milwaukee were both under a "state of emergency" and a "civil danger" warning declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down in both cities and many roads were impassable the Milwaukee and Madison centers both remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11 and staffing capacity was restored. The Customer Service Representative confirmed with the customer that they are able to make and receive calls in a timely manner.</p>
25	02/02/11	There were general problems with the service.	02/02/11	<p>A customer reported seeing "Captioning Service is Ringing" when trying to make calls. The Customer Service Representative advised the customer that on 2/2/11 ,CapTel's staffing was affected by blizzard conditions. The Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Center locations in Madison and Milwaukee were both under a "state of emergency" and a "civil danger" warning declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down in both cities and many roads were impassable the Milwaukee and Madison centers both remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11 and staffing capacity was restored. The Customer Service Representative confirmed with the customer that they are able to make and receive calls in a timely manner.</p>
26	02/02/11	There were general problems with the service.	02/03/11	<p>A customer reported seeing "Captioning Service is Ringing" when trying to make calls. The Customer Service Representative advised the customer that on 2/2/11 ,CapTel's staffing was affected by blizzard conditions. The Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Center locations in Madison and Milwaukee were both under a "state of emergency" and a "civil danger" warning declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down in both cities and many roads were impassable the Milwaukee and Madison centers both remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11 and staffing capacity was restored. The Customer Service Representative confirmed with the customer that they are able to make and receive calls in a timely manner.</p>

27	02/02/11	There were general problems with the service.	02/03/11	<p>A customer reported seeing "Captioning Service is Ringing" when trying to make calls. The Customer Service Representative advised the customer that on 2/2/11 ,CapTel's staffing was affected by blizzard conditions. The Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Center locations in Madison and Milwaukee were both under a "state of emergency" and a "civil danger" warning declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down in both cities and many roads were impassable the Milwaukee and Madison centers both remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11 and staffing capacity was restored. The Customer Service Representative confirmed with the customer that they are able to make and receive calls in a timely manner.</p>
28	02/02/11	There were general problems with the service.	02/02/11	<p>A customer reported seeing "Captioning Service is Ringing" when trying to make calls. The Customer Service Representative advised the customer that on 2/2/11 ,CapTel's staffing was affected by blizzard conditions. The Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Center locations in Madison and Milwaukee were both under a "state of emergency" and a "civil danger" warning declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down in both cities and many roads were impassable the Milwaukee and Madison centers both remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11 and staffing capacity was restored. The Customer Service Representative confirmed with the customer that they are able to make and receive calls in a timely manner.</p>
29	02/03/11	There were general problems with the service.	02/03/11	<p>A customer reported seeing "Captioning Service is Ringing" when trying to make calls. The Customer Service Representative advised the customer that on 2/2/11 ,CapTel's staffing was affected by blizzard conditions. The Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Center locations in Madison and Milwaukee were both under a "state of emergency" and a "civil danger" warning declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down in both cities and many roads were impassable the Milwaukee and Madison centers both remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11 and staffing capacity was restored. The Customer Service Representative confirmed with the customer that they are able to make and receive calls in a timely manner.</p>

30	02/04/11	There were general problems with the service.	02/04/11	<p>A customer reported seeing "Captioning Service is Ringing" when trying to make calls. The Customer Service Representative advised the customer that on 2/2/11 ,CapTel's staffing was affected by blizzard conditions. The Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Center locations in Madison and Milwaukee were both under a "state of emergency" and a "civil danger" warning declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down in both cities and many roads were impassable the Milwaukee and Madison centers both remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11 and staffing capacity was restored. The Customer Service Representative confirmed with the customer that they are able to make and receive calls in a timely manner.</p>
31	03/28/11	A customer stated that the operator asked for the listing of the business. The Customer Service Representative apologized to the customer and was able to proceed with the call after obtaining specific information in order to process the call. No follow up was necessary.	03/28/11	The Customer Service Representative coached the operator on the procedure when partial information was given beforehand when handling this type of call.
32	05/27/11	An IN VCO customer says he cannot get through to a cell phone number when calling it through relay. He gets the recording, "Verizon Wireless Access Codes Not Accepted." When he calls directly, he does not have a problem. The Customer Service Representative apologized for any inconvenience and opened a trouble ticket. Follow-up was requested by the customer.	5/27/2011	Two technicians made several test calls and they did not experience any problems. Followed up with the customer as requested.

2011 FCC Complaint Logs for Indiana

	Date	Complaint	Resolved	
1	2/2/11	CapTel Service unavailable	2/3/11	InTRAC received complaint via email from a customer that his mother was not able to use CapTel. Explained the blizzard condition has caused the centers not to able process calls.
2	2/2/11	CapTel Service unavailable	2/3/11	InTRAC received complaint via email from a customer that he was not able to use CapTel service. Explained the blizzard condition has caused the centers not to able process calls.
3	2/2/11	CapTel Service unavailable	2/3/11	InTRAC received complaint via telephone from a customer that he was not able to use CapTel service. Explained the blizzard condition has caused the centers not to able process calls.
4	2/2/11	CapTel Service unavailable	2/3/11	InTRAC received complaint via telephone from a customer that her mother was not able to use CapTel service. Explained the blizzard condition has caused the centers not to able process calls.
5	2/2/11	CapTel Service unavailable	2/3/11	InTRAC received complaint via telephone from a customer that she was not able to use CapTel service. Explained the blizzard condition has caused the centers not to able process calls.



June 17, 2011

Ms. Ginny Barr
Indiana Relay
7702 Woodland Dr., Suite 130
Indianapolis IN 46278

Re: In the Matter of Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities, CG Docket No. 03-123

Dear Ms. Barr,

Sprint has provided you the following information to support your filing with the FCC for the State of Indiana:

- An annual Complaint Log which includes complaints received between June 1, 2010 and May 31, 2011 with the date of complaint, the nature of the complaint, the date of its resolution, and an explanation of the resolution.

As mandated by the Federal Communications Commission (FCC), Sprint has maintained a log of all consumer complaints that allege a violation of the federal minimum standards for Telecommunications Relay Services and is providing you with a summary to file with the FCC. You must reference to the **CG Docket 03-123** in the subject line, as done above.

In its Public Notice, the FCC requests information concerning the total number of interstate relay calls by type. This information is not currently required by the Rules, and the FCC cannot impose additional reporting requirements absent a rulemaking and absent approval from the Office of Management and Budget. In fact, the staff has informed Sprint that the provision of call volume data will be voluntary. Thus, you are not required to provide the number of relay calls with your reports and your submission will be considered to be in compliance with the Rules without such information.

Sprint has decided to provide information to the FCC concerning the number of interstate calls. However, Sprint will do so under seal since call volume information is proprietary and confidential. Sprint believes that the more relevant number for comparison with the total number of complaints is the total number of outbound calls.

Please note that for your state you must either (1) send an original and four copies of the printed report to the FCC or (2) file the report electronically at <http://www.fcc.gov/cgb/ecfs/>. If you file electronically, you will select "Submit a Filing" on the FCC's web page. If you file paper copies, they should be sent to the Commission's Secretary (via US Postal Service, First Class Mail, Express Mail or Priority Mail):

Sprint Relay

Marlene H. Dortch,
Office of the Secretary
Federal Communications Commission
445 12th St., SW, Rm TW-B204
Washington, DC 20554

The report must be filed on or before Friday, July 1, 2011. Please also note that your state is also encouraged to send an additional printed copy on or before July 1, to the Consumer & Governmental Affairs Bureau of the FCC to:

ATTN: Mark Stone, Deputy Bureau Chief
Consumer and Governmental Affairs Bureau
Federal Communications Commission
445 12th Street, SW
Washington, DC 20554

Should you have any questions concerning this report, please contact me.

Sincerely,



Todd Bader
Program Manager
Indiana Relay

Attachments:
1) Log Sheets